



# Role Descriptions for Club Volunteers *Whitchurch HC* 2014 - 2015

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**ENGLAND  
HOCKEY**

## Whitchurch HC Club volunteer role descriptions

This booklet outlines the roles and responsibilities of the officers of **Whitchurch HC**. All are voluntary elected positions and represent one year of office.

### **The Executive Committee (known as the Club Committee)**

The Committee shall consist of between 8 and 10 permanent members. They (the Club Committee) have the power to co-opt further members for specific meeting items as and when required. Individuals may hold only one position on the Club Committee.

**A number of roles are marked as 'Joint' as the tasks have been split between other committee members at the moment as we do not have enough volunteers to cover all the posts .**

**If anyone is willing to take on a role or even part fill a role please let the chair / vice chair know.**

## Role & Responsibilities of the

### **CHAIRPERSON**

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#### **Who will I be responsible to?**

The Club Committee

#### **Who will I be responsible for?**

All committee members

#### **What is my role?**

1. Chair the Committee meetings and AGM
2. Assist the Club Secretary to produce the agendas
3. Lead the committee in making decisions for the benefit of the whole club including disciplinary matters.
4. Represent an unbiased viewpoint allowing free discussion to take place
5. To have the casting vote on any unresolved club issues
6. Direct general affairs of the club
7. Ensure club representation at County, Regional and National levels

#### **What else can you tell me about the role?**

As the Chair of the Club, it is essential you are a strong leader who can be objective. You will need to support the Secretary in their work so it is essential that you have access to a telephone and a computer.

#### **Training recommended**

You may wish to attend a specific training course on how to chair/run meetings.

#### **How much time will I need to give to the role?**

Approximately 5 hours per month for meetings.

#### **What tasks are involved?**

Tasks will include:

1. Chair Committee meetings / AGM
  2. Agree monthly agenda for committee meetings and the AGM
  3. Representative for the club at partner meetings, such as County Association or Hockey Development Groups
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## Role & Responsibilities of the

### **VICE-CHAIRPERSON**

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#### **Who will I be responsible to?**

The Club Committee

#### **Who will I be responsible for?**

All committee members

#### **What is my role?**

1. Chair the Committee meetings and AGM in the absence of the Chair
2. Support the chair in the running of the club leading agreed sub-committees.
3. Represent an unbiased viewpoint allowing free discussion to take place
4. Direct general affairs of the club
5. Ensure club representation at County, Regional and National levels

#### **What else can you tell me about the role?**

As the Vice-Chair of the Club, it is essential you are a strong leader who can be objective. You will need to support the chair in their work so it is essential that you have access to a telephone and a computer.

#### **Training recommended**

You may wish to attend a specific training course on how to chair/run meetings.

#### **How much time will I need to give to the role?**

Approximately 5 hours per month for meetings.

#### **What tasks are involved?**

Tasks will include:

1. Support and share the work load of the chairman in the running of the club and standing in when the chair is absent.
  2. Representative for the club at partner meetings, such as County Association or Hockey Development Groups
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## Role & Responsibilities of the

### **SECRETARY**

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#### **Who will I be responsible to?**

The Club Committee

#### **Who will I be responsible for?**

Fixtures Secretary and Umpire Secretary

#### **What is my role?**

1. To be the 'principal administrator' for the club, dealing with all club correspondence, distributing to relevant officers for response where required
2. To prepare and distribute the Committee meeting Agendas
3. Keep the Minutes of all Club Committee meetings and distribute copies
4. Keep signed copies of all meeting minutes on file
5. To carry out or delegate all of the administrative duties thereby enabling the club and its members to function effectively
6. To work alongside the treasurer to see that all affiliation/registration documents are accurate and are paid on time
7. To ensure that all members have a copy of the club handbook, insurance details and officers contacts etc

#### **What else can you tell me about the role?**

The Club Secretary is a pivotal role within the club and with the assistance of the Club Development Officer should provide the main points of contact for people within and outside the club on just about every aspect of the club's activities. It is a demanding, high profile role that has a major impact on the efficient and effective management of the club.

As the first point of contact for the club, it is helpful if the Secretary is available to take phone calls during the working day. The club is keen to support the Secretary in the use of modern office technology so as to assist them in their job.

#### **Training needed**

You should complete ENGLAND HOCKEY's online Safeguarding training as you are tasked with the storing of player details including under 18's. Possibly a computer database course.

#### **How much time will I need to give to the role?**

Approximately 6-8 hours each week and some of these will be at weekends and in the evenings.

#### **What tasks are involved?**

Tasks will include:

1. Attending county and league meetings (as appropriate)
2. Dealing with correspondence
3. Organising and booking match facilities and in-house courses for the season
4. Organising and attending the club AGM and other club meetings
5. Representing the club at outside meetings at the direction of the main committee

## Role & Responsibilities of the

### **TREASURER**

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#### **Who will I be responsible to?**

The Club Committee

#### **Who will I be responsible for?**

Match / training fees collector/s

#### **What is my role?**

1. To look after the finances of the club
2. Keep detailed written records of all accounts and make sure that the club operates within the annual budget.
3. Attend the Committee meetings and AGM
4. Prepare annual balance and profit & loss sheets for AGM

#### **What else can you tell me about the role?**

The Treasurer must be well organised, able to keep records, careful when handling money and cheques, scrupulously honest, able to answer questions in meetings, confident handling figures, prepared to take instant decisions when necessary.

#### **Training recommended**

Training courses are available through the Sport England 'Running Sport' Programme - 'Funding for your Club'.

#### **How much time will I need to give to the role?**

Approximately 2 – 3 hours per week.

#### **What tasks are involved?**

1. Collecting subscriptions and all money due to the organisation
2. Affiliating the club to the County Hockey Association and England Hockey Board and to the league(s) and working with the Secretary to register players
3. Keeping up date records of all financial transactions
4. Ensuring that all cash and cheques are promptly paid into the club
5. Paying bills and recording information, ensuring that funds are spent properly
6. Issuing receipts for all money received and recording this information
7. Reporting regularly to the committee and at AGM on the financial position
8. Preparing and arranging for yearend statement of accounts to be Audited
9. Helping to prepare and submit any statutory documents that are required (e.g. VAT returns, PAYE and NI returns, grant aid reports)
10. Even if these duties are delegated to a professional officer, the Treasurer is still ultimately responsible. It is up to the Treasurer to make sure that any delegated work is done properly.

## Role & Responsibilities of the

### **WELFARE OFFICER**

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#### **Who will I be responsible to?**

The Club Committee

#### **Who will I be responsible for?**

All club members under 18 (including players, umpires, volunteers and coaches). **It is the responsibility of all Clubs providing hockey for children and young people under 18 years of age to have a nominated Club Welfare Officer.**

#### **What is my role?**

1. Assist the club to fulfil its responsibilities to safeguard children and young people
2. Assist the club to implement the child welfare section (including training) of the development plan
3. To be the first point of contact for staff, volunteers, parents and children/young people where concerns about children's welfare, poor practice or child abuse are identified
4. Be the first point of contact with the ENGLAND HOCKEY's Child Welfare Officer
5. Implement the ENGLAND HOCKEY's reporting and recording procedures
6. Maintain contact details for local social services, police and the Area Child Protection Committee
7. Promote ENGLAND HOCKEY's best practice guidance/code of ethics & behaviour within the club and anti-discriminatory practice
8. Ensure confidentiality is maintained

#### **What else can you tell me about the role?**

The Club Welfare Officer is expected to have knowledge of the following:

1. Knowledge of the ENGLAND HOCKEY's 'Proud to Protect' Child Welfare Policy & Procedures
2. Knowledge of core legislation, government guidance and national framework for child protection
3. Basic knowledge of roles and responsibilities of local statutory agencies (social services, police and Area Child Protection Committees).
4. ENGLAND HOCKEY's and the club's role and responsibilities to safeguard the welfare of children and young people and the boundaries of the club welfare officer role
5. Awareness of equalities issues and child protection.

The post holder should also have basic administration skills, be able to maintain records, be able to provide basic advice and support provision. They must have a child focused approach and good communication skills.

#### **Training needed**

Attendance on ScUK's Safeguarding and Protecting Children workshop and ENGLAND HOCKEY Time to Listen Workshop

#### **How much time will I need to give to the role?**

Approximately 2 – 3 hours per week.

## Role & Responsibilities of the **CLUB VOLUNTEER CO-ORDINATOR (Joint role)**

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### **Who will I be responsible to?**

The Club Committee

### **Who will I be responsible for?**

All volunteers in the club, Umpire coordinators.

### **What is my role?**

1. Work to recruit, recognise, reward and retain those who volunteer for and on behalf of the club
2. Provide access to coach, official, volunteer opportunities for club members
3. Ensure Volunteer recruitment and training is included in the club development plan

### **What else can you tell me about the role?**

As the Club Volunteer Coordinator you will be expected to work closely with the Communications and the Development Coordinators to identify gaps in the club where volunteers are needed and to ensure all opportunities are communicated to volunteers.

It is essential that you are enthusiastic, knowledgeable of ENGLAND HOCKEY's volunteering structures and keen to encourage and promote all of the volunteering roles within the club.

You will benefit from having a sound knowledge of local volunteering agencies from where we could recruit specialist volunteers to assist us at events or particular tasks e.g. auditor or event management. You should attend club committee meetings and the AGM.

Tasks will include:

### **How much time will I need to give to the role?**

Approximately 3 – 5 hours per week.

### **Training needed/recommended**

Attendance on a Running Sport Club for All, Valuing your Sports Volunteers, Making the most of your people and/or the role of the Volunteer Coordinator workshops

### **What tasks are involved?**

1. Assist Umpire Coordinator to appointing umpires
2. Raise the awareness of opportunities for volunteers and volunteering within the club, and beyond (e.g. at events and with and for other organisations)
3. Recruit volunteers from within the membership and beyond to assist with the running of the club

## Role & Responsibilities of the **HEAD COACH / CLUB DEVELOPMENT**

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### **Who will I be responsible to?**

The Club Committee

### **Who will I be responsible for?**

Facilities Co-ordinator, Coaching team

### **What is my role?**

To oversee the development of the club, working with the Club Committee, the Club Volunteer Coordinator and the ENGLAND HOCKEY Relationship Manager (ENGLAND HOCKEY RM) to maximise the development opportunities for all members of the club - players, coaches, umpires, supporters etc.

### **How much time will I need to give to the role?**

Approximately 4 – 6 hours per week.

### **Training needed/recommended**

Attendance on ScUK's Safeguarding and Protecting Children workshop, it is advisable for you to have an England Hockey Player Coach accreditation and attend Running Sports Action planning for your club and/or developing partnerships with clubs and schools

### **What tasks are involved?**

Tasks will include:

1. Write a club development and action plan liaising with the Club Chair / Vice Chair and the ENGLAND HOCKEY Relationship Manager (ENGLAND HOCKEY RM)
2. Attend the Committee meetings and AGM.
3. Work with the Club Volunteer Coordinator to monitor individual the progress of members and provide access to higher level and courses
4. Provide new and enhanced competitive opportunities for club teams including organise fixtures for junior teams in liaison with the youth manager
5. Co-ordinate the recruitment of junior players and recruitment of coaches / managers for junior sessions and teams
6. Assisting/delivering youth sessions if qualified
7. Liaise with local Partnership Development Manager and Competition Managers to write and deliver Club School link delivery Plan to recruit junior players
8. Liaise with County Hockey Association or Hockey development Group, recommend players to Junior Development Centres.



## Role & Responsibilities of the **COMMUNICATIONS COORDINATOR (Joint role)**

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### **Who will I be responsible to?**

The Club Committee

### **Who will I be responsible for?**

Webmaster

### **What is my role?**

1. To raise the profile of the club locally (in the community) and in the county
2. To be available to talk to / build a relationship with the local media
3. To work with the webmaster to optimise the profile and information available to all on the club website
4. To co-ordinate weekly match reports for all teams and age groups to be forwarded to the local press
5. To be the editor of the match day programme (in larger clubs).

### **What else can you tell me about the role?**

1. It is essential to have good communication skills and an ability to produce informative and interesting match reports, press releases, etc
2. Regular access to a fax, telephone and computer are necessary
3. Knowledge of local media, marketing and communications.
4. Organisational, IT and management skills.

### **How much time will I need to give to the role?**

Approximately three hours per week.

### **Training needed/recommended**

It is advisable for you to attend Running Sports "Effective Communication", "Promoting and Marketing your Club" and "Managing Events"

### **What tasks are involved?**

Tasks will include:

1. Produce weekly match reports for inclusion in the local paper
2. Produce the Club Newsletter twice a season
3. Co-ordinator / Editor of the match programme for home games
4. Establish links with the local and national press to gain publicity for teams, players and events.
5. Ensure that the club is featured in locally produced sports magazines
6. Presenting an end of year report to the AGM
7. Collate a journal of all club media coverage.
8. Attend committee meetings.

## Role & Responsibilities of the **FIXTURES SECRETARY**

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### **Who will I be responsible to?**

The Club Committee through the Secretary

### **What is my role?**

1. Coordinate and communicate fixtures for different teams
2. Schedule a friendly fixture list for all teams which reflects the ambitions of the club
3. Arrange and confirm fixtures with league(s)
4. Deal with match cancellations
5. Handle any fixture queries throughout the season
6. Confirm fixtures with opponents and umpires, two weeks before the game
7. Provide visiting teams with start times, directions to the ground etc
8. (captains)

### **How much time will I need to give to the role?**

Approximately two hours per week.

### **Training needed/recommended**

It is advisable for you to attend Running Sports "Effective Communication"

### **What tasks are involved?**

Tasks will include:

1. Coordinate and communicate fixture for the club
2. Planning and arranging of friendly fixtures
3. Confirm fixtures the relevant with leagues
4. Communicate cancelations and answer any queries throughout the season
5. Confirm fixtures with opponents and umpires, providing start times and directions etc
6. Inform webmaster of all results

## Role & Responsibilities of the **SOCIAL SECRETARY / Social committee (Joint role)**

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### **Who will I be responsible to?**

The Club Committee through the Vice Chair

### **What is my role?**

The main purpose of this role is to organise social events to bring the players, officials and parents together in a social setting to enhance relationships with the club.

You may also wish to consider inviting local dignitaries to develop and improve the club's relationships within the community or representatives from any sponsors of the club. In both instances you should liaise with the Club Secretary.

### **What else can you tell me about the role?**

As Social Secretary, you must be enthusiastic, motivated, have good communication skills and be well organised and committed.

Yours is a very important role in developing the 'fabric' of the club. You encourage people to join us, to stay and to enjoy their role as club members.

### **How much time will I need to give to the role?**

Approximately 5 hours per month.

### **Training needed/recommended**

It is advisable for you to attend Running Sports "Effective Communication"

### **What tasks are involved?**

Tasks will include:

1. Organising a pre-season event and at least two other social events per year
2. Organising an end of year event
3. Organising a Christmas function
4. Booking venues and entertainment

## Role & Responsibilities of the **FUNDRAISING SECRETARY (Joint role)**

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### **Who will I be responsible to?**

The Club Committee through the Chair / Vice Chair

### **What is my role?**

The main purpose of this role is to lead a team whose main task is to generate funds for the club. You will organise projects to enable you to do this (e.g. the 100 club), to look for sponsorship opportunities and work with the social secretary to ascertain what opportunities are available at functions and events (e.g. draw tickets, calendar etc.)

### **What else can you tell me about the role?**

As the fund-raising secretary it is essential to have good organisational skills, be innovative, enthusiastic and prepared to make a regular time commitment.

It would be useful if you have experiencing of applying for and securing grants from local or national agencies.

### **How much time will I need to give to the role?**

Approximately 6 - 8 hours per month.

### **Training needed/recommended**

It is advisable for you to attend Club Leaders forums on 'Running Your Club'

### **What tasks are involved?**

Tasks will include:

1. Apply for grants / sponsorship or other forms of financial assistance from organisations such as Sport England, Local Authorities or commercial companies
2. To co-ordinate fund-raising events, possibly two major events per year
3. To ensure events / activities are properly organised and where necessary licensed with local authorities /customs and excise etc
4. To promote fund-raising activities in press (where there is no PR officer)
5. To ensure that funds are properly accounted for and information is passed on to the Treasurer
6. Sale of lottery style draws or raffles on a regular basis

## Role & Responsibilities of the **DBS LIAISON**

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### **Who will I be responsible to?**

The Club Committee through the Welfare Officer (This role could be included in the Welfare Officer role)

### **What is my role?**

1. To be the main contact with ENGLAND HOCKEY regarding to DBS checks.
2. To ensure the club is registered with ENGLAND HOCKEY's DBS checking service
3. To support the Welfare Office to ensure all relevant volunteers new volunteers are DBS checked and existing volunteers every 3 years
4. To sign off volunteer evidence for DBS checks

### **What else can you tell me about the role?**

1. You will need an understanding of ENGLAND HOCKEY's 'Proud to Protect' Safeguarding and Protecting Children policies
2. Knowledge of DBS processes
3. Be DBS checked through ENGLAND HOCKEY

### **How much time will I need to give to the role?**

Approximately 6 - 8 hours per month.

### **Training needed/recommended**

Completion of ENGLAND HOCKEY online Safeguarding and Protecting Young People in Hockey Course, it is advisable for you to attend a Sports Coach UK Safeguarding and Protecting Children workshop.

### **What tasks are involved?**

Tasks will include:

1. Registration with ENGLAND HOCKEY's DBS checking service
2. Be the lead contact with ENGLAND HOCKEY for DBS checking and updates
3. Update the Welfare Officer/Club with updates from ENGLAND HOCKEY
4. Update DBS records
5. Ensure checks are carried out on new volunteers and existing volunteers every 3 years
6. Sign off volunteer evidence for DBS checks

## Role & Responsibilities of the **UMPIRE COORDINATOR**

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### **Who will I be responsible to?**

The Club Committee through the Chair / Vice chair

### **What is my role?**

1. Coordinate allocation of umpires to league (where appropriate) and friendly fixtures
2. Help club umpires and any potential umpires develop their skills and confidence.

### **What else can you tell me about the role?**

1. Well-organised and resourceful
2. Approachable and good with people
3. Interested in umpiring, a qualification is desirable

### **How much time will I need to give to the role?**

Around 1 hour a week

### **Training needed/recommended**

It is recommended that you attend an ENGLAND HOCKEY Level 1 Umpiring Course

### **What tasks are involved?**

1. Act as a point of contact for the ENGLAND HOCKEY and the local Umpire Associations
2. Publicise and promote ENGLAND HOCKEY referee courses and Continuous Professional Development (CPD) opportunities to club referees
3. Share important information with club Umpires about rule changes, clarifications, updates on game management techniques and discipline
4. Promote the values of the game

## Role & Responsibilities of the **FACILITIES COORDINATOR (Joint role)**

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### **Who will I be responsible to?**

The Club Committee through the Development Coordinator / Head coach

### **What is my role?**

1. Ensure all teams have enough pitch time and space for training
2. Ensure all teams have pitch time for home fixtures
3. Liaise with pitch provider to book pitch (if club rents pitch)
4. Input into the facilities section of the club development plan regarding ground maintenance and development (if club own pitch)
5. Oversee the clubs sinking fund for the replacement of the current pitch (if club own pitch)
6. Investigate funding opportunities for facility development

### **What else can you tell me about the role?**

1. Familiar with ENGLAND HOCKEY Facilities guidance
2. Knowledge of health and safety

### **How much time will I need to give to the role?**

Approximately 4 - 6 hours per month, although this may increase if the club begins to develop their facilities

### **Training needed/recommended**

There is no specific training available but a background in facility development would be helpful

### **What tasks are involved?**

1. Ensure everything on the grounds and training facilities is safe for players, spectators, staff and visitors
2. Liaise with facility provider to ensure all teams have enough pitch time and space for training and home fixtures
3. Input into the facilities section of the club development plan regarding ground maintenance and development (if club own pitch)
4. Oversee the clubs sinking fund for the replacement of the current pitch (if club own pitch)
5. Investigate funding opportunities for facility development

## Role & Responsibilities of the **WEBMASTER / Technical development**

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### **Who will I be responsible to?**

The Club Committee through the Chair / Vice Chair

### **What is my role?**

1. To update and improve the club's website by liaising with the necessary personnel from within the club.
2. To improve the club's IT systems and record keeping making it easy to collate and use data collected.

### **What else can you tell me about the role?**

1. You will need IT skills and access to a computer
2. Be an effective communicator
3. Be creative

### **How much time will I need to give to the role?**

Approximately two hours a week

### **Training needed/recommended**

- Training in website design and IT would be helpful
- You should complete ENGLAND HOCKEY's online Safeguarding training as you are tasked with the storing of player details including under 18's.

### **What tasks are involved?**

1. Update fixtures, results and match reports
2. Identify all appropriate club news and add to website
3. Be creative in identifying potential areas of improvements to website
4. Link to ENGLAND HOCKEY website as appropriate
5. Update face book and fixtures live.
6. Liaise with the committee to improve the club's IT structure.



## Role & Responsibilities of the **Head of Academy**

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### **Who will I be responsible to?**

The Club Committee through the Head coach / Development Coordinator

### **Who will I be responsible for?**

Youth team coaches and trainers

### **What is my role?**

1. Oversee the development of youth team coaches and teams
2. Co-ordinate the recruitment of junior players
3. Co-ordinate the recruitment of coaches / managers for junior sessions and teams
4. Assisting/delivering youth sessions
5. Organise fixtures for junior teams in liaison with the youth

### **How much time will I need to give to the role?**

Approximately 4 – 6 hours per week.

## Role & Responsibilities of the **Academy Head Coach**

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### **Who will I be responsible to?**

The Club Committee through the Head coach / Development Coordinator / Head of Academy

### **Who will I be responsible for?**

Designated age group coaches and assistants

### **What is my role?**

- To take full responsibility for the club's junior coaching sessions
- To maintain high ethical standards in coaching, ensure they keep up-to-date with their knowledge, skills and qualifications and prepare all coaching sessions in advance.
- To undertake training appropriate to the role e.g. Safeguarding Children and Young People in Sport.
- To work with and include *ASSISTANT COACH (ES)* in the preparation and running of each session.
- To attend club meetings and report on progress.
- To offer the club feedback on the organisation and degree of success of junior coaching and competitions.
- To assist in the selection of teams.
- To travel to competitions with the junior team(s).
- To inform the Assistant Coach in advance of any sessions that cannot be attended.

### **How much time will I need to give to the role?**

Approximately 4 – 6 hours per week (dependant on training and competitions)

## Role & Responsibilities of the **Junior Age Group Coaches/managers**

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### **Who will I be responsible to?**

The Club Committee through the Head / Coach / Development Coordinator / Academy Head

### **Who will I be responsible for?**

Designated age group team, for example under 12 boys

### **What is my role?**

1. Ensure that the club provides the young players with opportunity to play in youth leagues and competitions.
2. Weekly Team selection
3. Organisation of coaching/training at club once per week
4. Organisation of transport for team matches
5. Team kit & equipment (including laundry, parents usually take turns)
6. Reporting results to Media & Comm. Secretary after matches
7. Monthly Team accounts
8. Monthly Club team managers meeting
9. Annual end of season report to Club Committee
10. Ideally coaching qualification or experienced player

### **How much time will I need to give to the role?**

Approximately 4 – 6 hours per week (dependant on training and competitions)

## Role & Responsibilities of the **MEMBERSHIP COORDINATOR (Joint role)**

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### **Who will I be responsible to?**

The Club Committee, co-ordinate volunteers from each of the sections in the club.

### **Who will I be responsible for?**

New members and enquiries

### **What is my role?**

1. To be the principle contact for all new starters and membership enquiries
2. To provide correct information to all enquiries
3. Provide a comfortable and warm welcome to all new attendees at training, matches and the club house
4. Ensure the correct information is passed on to the relevant members of the club
5. Follow up initial enquiries and new members to ensure a enjoyable experience
6. Facilitate the transition from enquiry to club member

### **What else can you tell me about the role?**

The Membership Coordinator is a pivotal role within the club and with the assistance of the Club Development and Communication officers should provide the main points of contact for people outside the club on joining the club's activities. It is a demanding, high profile role that has a major impact on increasing participation and number of members of the club.

As the first point of contact for the club, it is helpful if the Membership Coordinator is available to take phone calls and emails during the working day.

### **How much time will I need to give to the role?**

Approximately 6-8 hours each week and some of these will be at weekends and in the evenings (will vary at different times of the season)

### **What tasks are involved?**

Tasks will include:

1. Dealing with correspondence and enquiries
2. Supporting new enquiries and members along the supporter journey
3. Support new attendees at training
4. Pass on contact details to the relevant managers/coaches/captains